

#E-01345A-08-0172

ORIGINAL



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ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM RECEIVED

Investigator: Guadalupe Ortiz

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION

DOCKET CONTROL

Opinion No. 2008 - 68802

Date: 5/28/2008

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Joan L.

Bazemore

Account Name: Joan L. Bazemore

Home: [REDACTED]

Street: [REDACTED]

Work: [REDACTED]

City: [REDACTED]

CBR: [REDACTED]

State: AZ

Zip: [REDACTED]

is: [REDACTED]

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

**Nature of Complaint:**

5/28/2008 - REFERRED FROM CHIRMAN GLEASON'S OFFICE - OPINION OPPOSED:

RE: Docket No. E-01345A-08-0172

Arizona Corporation Commission

DOCKETED

MAY 28 2008

From: Joan [mailto:[REDACTED]]  
Sent: Friday, May 23, 2008 2:41 PM  
To: Gleason-WebEmail  
Subject: APS rate increase

DOCKETED BY [REDACTED]

Dear Chairman Gleason:

I am very pleased to see the communications of Commissioner's Mayes, Mundell, and Pierce with regards to the latest request from APS to raise rates by 9.3%.

As a ratepayer I find APS's request greedy and suspicious. APS makes the argument that growth is the driving factor and without more money to fund infrastructure our aging grids are overstressed. I believe that APS is over exaggerating the growth factor in Arizona. The DMV reported last month that there were fewer people turning in license plates from other states. Growth is not an industry if that growth cannot be sustained. If indeed, the existing infrastructure could not withstand further growth, then why were mass building permits allowed in 2004 - 2006 without discussion? Could it be that APS assumed they would pass the costs onto the ratepayers for as long as was necessary to recoup costs?

Arizona is comprised largely of low wage jobs. As a jobseeker re-entering the job force I see wage deflation and salaries well below the market rate when I moved to Phoenix 10 years ago. Wage deflation accompanied by rapidly rising costs in needed services can lead to problems that are difficult, if not impossible for local governments to solve, especially during recessions. We can cancel the cable, let the cell phone contract lapse, be more selective in what we purchase at the grocery stores, drive less; but turning off the A/C when the

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## UTILITY COMPLAINT FORM

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temperature is over 100 is usually not an option, especially for the many senior citizens that call Arizona home. Without a doubt, people can conserve more and turn the thermostat to 82, instead of 78. I keep my thermostat at 84; my off-peak use is much higher than my on-peak use, and my total energy usage showed no difference comparing 2007 and 2006. However, my bill reflected an increase of over 40% last summer. And now APS wants more?

If Mr. Brandt and the Board of APS believe that the only way to save the bond ratings from going to junk and keep the infrastructure in tact is to continually ask for more money from the ratepayers, then perhaps it is time to bring in new talent at APS that can create solutions instead of going for the easy way out. When will enough be enough for APS, Chairman Gleason?

Thank you for reading my comments.

Respectfully,

Joan L. Bazemore  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

5/28/2008 - Email to Customer:

May 28, 2008

RE: Arizona Public Service Company ("APS")

Dear Joan L. Bazemore,

Your email dated May 23, 2008 regarding the Arizona Public Service Company ("APS") rate case sent to Chairman Gleason's office will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will take your comments into consideration before a decision is rendered in the APS application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Commission staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me toll free at (800) 222-7000 or directly at [REDACTED]

Thank you,

Guadalupe Ortiz  
Public Utilities Consumer Analyst  
Arizona Corporation Commission  
Utilities Division  
[REDACTED]

CLOSED

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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\*End of Comments\*

Date Completed: 5/28/2008

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Substantiated/Un-Substantiated not yet determined

Notes: